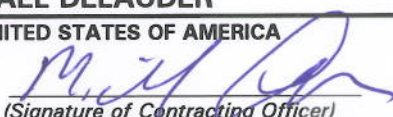


AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. CONTRACT ID CODE		PAGE OF PAGES 1 4	
2. AMENDMENT/MODIFICATION NO. M001		3. EFFECTIVE DATE SEE BLOCK 16C		4. REQUISITION/PURCHASE REQ. NO.		5. PROJECT NO. (If applicable)
6. ISSUED BY GSO/PCU American Embassy Jakarta Tel. (62-21) 3435-9080 Fax (62-21) 3435-9910		CODE		7. ADMINISTERED BY (If other than Item 6) CODE		
8. NAME AND ADDRESS OF CONTRACTOR (NO., street, city, county, State, and ZIP Code)				9a. AMENDMENT OF SOLICITATION NO.		
				9b. DATED (SEE ITEM 11)		
				10a. MODIFICATION OF CONTRACT/ORDER NO. SOID320-1300041		
				10b. DATED (SEE ITEM 13) August 1, 2011		
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS						
<input type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended, <input type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.						
12. ACCOUNTING AND APPROPRIATION DATA (If required)						
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.						
A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.						
B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying Office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b)						
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:						
D. OTHER (Specify type of modification and authority)						
E. IMPORTANT: Contractor <input type="checkbox"/> is not, <input checked="" type="checkbox"/> is required to sign this document and return <u>1</u> copies to the issuing office.						
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)						
This amendment will change list of equipment as set forth in the attached pages.						
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.						
15A. NAME AND TITLE OF SIGNER (Type or print)				16A. NAME OF CONTRACTING OFFICER		
				MICHAEL DELAUDER		
15B. NAME OF CONTRACTOR/OFFEROR		15C. DATE SIGNED		16B. UNITED STATES OF AMERICA		16C. DATE SIGNED
BY _____ (Signature of person authorized to sign)				BY  (Signature of Contracting Officer)		<u>8-12-2011</u>

QUESTION AND ANSWER:

1. Number of Agents @ the call center?

There will be four (4) agents

2. Number of Locations for Agent (1 room? 2 floors?)

One (1 room)

3. PSTN or E1 Connection

Only with E1-ISDN connection, we can collect Caller ID, but it will not content Location information, except you have a complete information that able to match between Phone Number and Location.

E1, we require caller ID.

4. Who is your phone service provider? What is the physical address for this equipment to be installed

Phone service already exists at the location, the provider is PT Telkom Indonesia

The address is: Jl. Imam Bonjol No. 53 Jakarta Pusat

5. Who is your internet service provider at the location of install? What type of service do you have? What type of service do you plan on having at the call center

There is already internet service, we will use the existing one, E1-ISDN

6. For physical lay out, is it in a single room? Multiple rooms?

Yes, single room

7. Is the call center 24 x 7 service?

Planned for eight (8) hours a day.

8. About the ownership of equipment, is the US Government purchasing the equipment and then paying for support monthly?

US Government is purchasing and paying the technical support and service annually.

9. After the first year who is responsible for the call center?

See answer on number 10 bellow

10. What about the equipment after the 1st year? Who is responsible?

It will be a cooperative arrangement between US and Government of Indonesia

11. UPS 5 KVA Runtime @ full load, how long runtime?

2 hours at full load

12. Server Recording? Is that for the CCTV system? Is this for database for response center.

Primarily data base for response center, secondary CCTV

13. CCTV (how many cameras?) How long store data for? How many days?

CCTV: One (1) unit, for entrance into call center. Save data approximately 14 days.

14. Software Billing (what is this for)? Who are we billing?

This software is not required and removed from the list of equipment.